

item	problem to be solved	action (counter-measure)	PICK	Category
39	waiting, transportation	change required office visit for good cause, allow phone conversation	implement	training
42	defects	don't describe commerce programs as paid or unpaid to clients	implement	Training
53	transition gaps	more consistent training on eJAS reports	implement	Training
2	transition gaps	allow partners to print and review with the client and sign the IRP instead of client going to the CSO to update the IRP	implement	Policy

16	long wait times for appointments	shorten timeframes with clients for appointments	implement	Policy
18	unprioritized responsibilities	less non-workfirst eligibility time spent by WFPS to allow time for case management	implement	Best Practices

24	time management	longer IRP when appropriate	implement	Policy
43	waiting/overprocessing	shorten timeframes for client to meet with contractor and make immediate contact for scheduling with the contractor	implement	Policy
14	lack of understanding	clarification on break responsibility	implement	Policy

6	transportation/defects	allow partners more ownership of their component such as change the referral code to appropriate component and fixing schedule start and end dates when needed	challenging	Policy
11	wait times and no easy view of client movement	develop monitoring report of the client flow instead of snapshot	challenging	IT
9	transition gaps	review the job search coding component use in commerce programs to find ways that reduce duplication or excess work.	implement	IT
5	transportation/overprocessing	referral code to commerce programs	implement	IT

21	rework	create one autopopulated IRP for all commerce activities	implement	IT
12	loss of hours	activity during breaks at the colleges	challenging	Breaks from Programs
13	transition gaps	year round activity across the board for short gaps	challenging	Breaks from Programs
45		DSHS provides break activities and code all participation hours during the break	challenging	Breaks from Programs

34	waiting and overprocessing	increased use of the College WEX component during the longer break activities	implement	Breaks from Programs
8	transition gaps	next activity for the parent being established 2 weeks prior to current activity ending (overlapping IRP)	implement	Best Practices
26	lack of opportunities	more activities to send clients to within the partnership (not just recycling through JS)	challenging	Best Practices
27	waiting and motion	Life skills with ESD	challenging	Best Practices

41	waiting	allow all partners to work with pending TANF status cases	challenging	Best Practices
48		exit strategy interviews on successful completion (all partners involved, case staffing when exiting a program)	challenging	Best Practices
25	gaps	client not being pulled from core when not complying with another program	implement	Best Practices

31	zero participation	Commerce start stacked activity full time in the beginning.	implement	Best Practices
47		end of program collaboration with DSHS and college	implement	Best Practices
51	defects, waiting	colocated partners in the CSO	implement	Best Practices
19	unstandard work	review the referral process for increased standardization	possible	Best Practices

46		eJAS to identify clients who enter education at a later date when RA is returned	challenging- no implement	
17	gaps in communication	making alternate communication available with clients (texting, email etc)	challenging- no implement	
28	waiting	home visits for sooner client contact by CSD when no contact was done	challenging- no implement	
30	lack of planning/transition gaps	better or more standard pathways for WF activities	challenging- no implement	
1	wait times	ESD makes the referral to the next activity for the ESD client	challenging- no implement	
3	manual counting	create a VE, HW, PE calculator or counter in eJAS excluding BFET	challenging- no implement	
7	wait times	commerce enters stacked activity instead of CSD	challenging- no implement	
32	defects	making appropriate referrals	implement- not moving forward	
33	overprocessing	more detailed RA component training in the colleges	implement- not moving forward	
35	waiting/defects	stop sending pending TANF status cases to colleges	implement- not moving forward	
36	loss of hours	evaluate longer time period for activity (reducing the first month last month activity loss)	implement- not moving forward	
50		immediate notify only when we need DSHS to get involved with a case	implement- not moving forward	
23	communication problems	standardize communication of CSD with partners	keep for later- no implement	
40	unstandard work	standardize process for school breaks (re: refer back or keep per quarter)	keep for later- no implement	
44		student informational interview for jobs during the break	keep for later- no implement	
52		pay points for entering employment security	out of scope	
20	unstandard work	process actual hours and monitoring of participation using consistent and efficient processes	out of scope actual hours verification (WF3)	

37		create electronic verification process for all providers to provide verification to CSD	out of scope actual hours verification (WF3)	
38	overprocessing	autosend verification forms to non-contracted providers	out of scope actual hours verification (WF3)	
22	lack of accountability	bring back the DCAR	out of scope: WorkFirst #2 (KPIs)	
4	high drop out rate	create an internal support system within the colleges for clients	out of scope: WorkFirst #4	
10	non standard work	commerce standardize hold practices at worksite placement	possible	
15	gaps in communication	standardize communication processes for CAPS such as using weekly staff meetings	see #23	
49		place holder component and streamlined initial component from WF staff to the partners (universal)	see #5	
29	duplication	one way to review immediate notify	WF#3 -review and strategize around immediate notify	

assigned to	support resources	comments	date assigned	planned complete
Barb Mooney, Catherine Johnson	Trudy, Stefanee, Arthur, Molly, Julie	7/17/14 update: will need Bill Callahan's assistance with implementation. Group has not met at this time. Need to schedule a meeting. 8/13 update: no update. Debbie to touch base with Barb and Catherine.	12-Jun-2014	30-Sep-14
Barb Mooney, Catherine Johnson	Trudy, Stefanee, Arthur, Molly, Julie	7/17/14 update: will need Bill Callahan's assistance with implementation. Group has not met at this time. Need to schedule a meeting. 8/13 update: no update. Debbie to touch base with Barb and Catherine.	12-Jun-2014	30-Sep-14
Barb Mooney, Catherine Johnson	Trudy, Stefanee, Arthur, Molly, Julie	7/17/14 update: will need Bill Callahan's assistance with implementation. Group has not met at this time. Need to schedule a meeting. 8/13 update: no update. Debbie to touch base with Barb and Catherine.	12-Jun-2014	30-Sep-14
Sarah Featherly	Heather, Molly, Trudy, Amos	7/17/14 update: scheduling for the week of July 31 or 1st week in August. Identified to do list. Information on what is needed to submit to Debbie Davis. Assigned some tasks to Molly Onkka. Drafting one page document that includes pros and cons of the change, and define the change means. Will work with policy to make changes to the WF handbook/policy 8/13 update: drafted a proposal for Donelle, Sarah to send to Donelle and CC to Debbie.	12-Jun-2014	August 13. 2014

Sarah Featherly	Heather, Molly, Trudy, Amos	<p>7/17/14 update: Needs research on what can be changed and not changed in timeframes. (ie. Good cause time frame shortened).</p> <p>Questions requested to Debbie and Donelle to answer, Amos will take on the requested questions.</p> <p>8/13 update: proposal typed up, sent to Amos for feedback, then ready for submission to give to Donelle.</p>	12-Jun-2014	13-Aug-14
Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	<p>7/17/14 update: Non WF eligibility (food/medical) and document processing. Know of no policy that WFPS must work on non WF eligibility/batch. CSOs inconsistently utilizing WFPS. Directions sent to operations regarding this from Babs in early 2013. May opt to move this to best practices. will review with Barb and Sharon's group.</p> <p>8/13 update: contacted Christina Pitts re: moving this to best practices and has been accepted. Meeting with Babs re: common theme around this across the WF Lean Project to take place this afternoon</p>	12-Jun-2014	TBD

Sarah Featherly	Heather, Molly, Trudy, Amos	<p>7/17/14 update: Needs to define what "appropriate" would be, what would be considered "longer"? No policy in place that says that IRPs can't be longer. There are constraints on the components which are tied to the IRPs. There is current policy around certain components. 8/13 update: have not met regarding this topic after determining it is fit for this group. Discussion currently taking place regarding conceptualization of this topic (ie. longer IRP, how do incentives take a role in this). Debbie suggests adding examples to policy/handbook regarding stringing together activities to reduce the transition gaps for clients.</p>	12-Jun-2014	September 18. 2014
Sarah Featherly	Heather, Molly, Trudy, Amos	<p>7/17/14 update: referral codes that exist that are 7 calendar days, our scope of work says within 5 business days. Need to create a consistent time frame between all partners. Need to determine if this would be the 7 calendar days or 5 business days. Tabled to next meeting 8/13 update: proposal created that will be sent to Donelle for review.</p>	12-Jun-2014	18-Sep-14
Sarah Featherly	Heather, Molly, Trudy, Amos	<p>7/17/14 update: haven't discussed yet. Discuss at next meeting 7/31/14 or first week of August. 8/13 update: Molly following up on a group from College breaks to ensure that that group is not doing the same thing. That group is meeting on 8/25 and then will report back to this group.</p>	12-Jun-2014	13-Aug-14

Sarah Featherly	Heather, Molly, Trudy, Amos	7/17/14 update: haven't discussed yet. Discuss at next meeting 7/31/14 or first week of August. 8/13 update: potentially conflicts with labor agreements. Amos is following up regarding whether this is within scope. May be removing duties from WF specialists, and checking with the CBA. Should have more information by the end of the week.	12-Jun-2014	15-Sep-14
Bo Sotelo	Stephanie, Heater, Sarah, Mike, liz	7/17/14 update: charter draft for conducting a workgroup, will review all reports on what they offer. Looking for a statewide workgroup for this. Needs to send to Debbie Davis and Donelle Colon and they will help identify staff to start moving ahead. 8/13 update: needs to be run by Babs due to money being involved. May be discussed with her this Friday.	12-Jun-2014	15-Sep-14
Bo Sotelo	Stephanie, Heater, Sarah, Mike, liz	7/17/14 update: Sarah has sent out an AWR for review to collect feedback from the group. 8/13 update: AWR written re: hard edit being removed from JS component. Needs to submit AWR to Donelle for review before going forward to Babs. Molly suggested group speaks with Brent Low regarding commerce request on this.	12-Jun-2014	31-Jul-14
Bo Sotelo	Stephanie, Heater, Sarah, Mike, liz	7/17/2014 update: referral code and AWR written and submitted to Kerry Judge-Kemp; awaiting review 8/13 has not heard back regarding if it was approved or denied. Need to check with Donelle on whether it was approved.	12-Jun-2014	31-Jul-14

Bo Sotelo	Stephanie, Heater, Sarah, Mike, liz	7/17/2014 update: referral code and AWR written and submitted to Kerry Judge-Kemp; awaiting review 8/13 update: there is not going to be one IRP for all commerce activities, but looking to develop an IRP to go with a universal referral code to commerce. Attached to kaizen #5.	12-Jun-2014	31-Jul-14
Val Finkbeiner	Dawn, Aurea, Jan, Mat, Stefanee, Christeen, Amos, Molly	7/17/14 update: looking at if duplication of effort in WF4. Combining with Kaizen #13 8/13 update: not moving forward as SBCTC won't allow stand alone options.	12-Jun-2014	30-Sep-14
Val Finkbeiner	Dawn, Aurea, Jan, Mat, Stefanee, Christeen, Amos, Molly	7/17/14 update: looking at if duplication of effort in WF4. Combining with Kaizen #12 8/13 update: looking to create a document that shows what is available during any short gaps (1-6 weeks). Looking at three CSOs that have higher than average participation to review what available activities they have to pull together an inventory of items that could be stacked. next meeting 8/25	12-Jun-2014	30-Sep-14
Val Finkbeiner	Dawn, Aurea, Jan, Mat, Stefanee, Christeen, Amos, Molly	7/17/14 update: All contributing in participating in covering breaks. Partner with Case managers for family wellness and stability. Brainstorming potential different activities that could be counted. After data gathering complete with #12, 13 and 45, one of these kaizens will need to be determined for final implementation for consistent practice 8/13 update: will discuss 8/25 on writing up a proposal.	12-Jun-2014	30-Sep-14

Val Finkbeiner	Dawn, Aurea, Jan, Mat, Stefanee, Christeen, Amos, Molly	7/17/14 update: most CC offer a WEX activity, depends on student program, it may not go through the break of the college. Looking to see if can partner with Dept. of Commerce to do a core activity during the break, and non-core through the college. Following up with Debbie Davis for the other options. 8/13 update: Molly will be checking into WEX activities and will be discussed on 8/25. Getting close to writing up a proposal.	12-Jun-2014	30-Sep-14
Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	7/17/14 #8, 47, 48 combined. Meeting set for July 24. Most likely a one-cup. "Nice to do". 8/13 update: no meeting has been held yet. Meeting will be scheduled in next two weeks. Worksheets have been developed and distributed to each group member as of July 25th.	12-Jun-2014	30-Sep-14
Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	7/17/14 update: Meeting set July 24. Assigned out kaizens 8/13 update: no meeting has been held yet. Meeting will be scheduled in next two weeks. Worksheets have been developed and distributed to each group member as of July 25th.	12-Jun-2014	30-Sep-14
Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	7/17/14 update: Meeting set July 24. Assigned out kaizens. This kaizen to Sharon Davis 8/13 update: spoke with Ken and received feedback, already within the process and programs, should have already been doing this. Next meeting will discuss what life skills would be necessary and next steps.	12-Jun-2014	30-Sep-14

Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	7/17/14 update: Meeting set July 24. 8/13 update: no meeting has been held yet. Meeting will be scheduled in next two weeks. Worksheets have been developed and distributed to each group member as of July 25th.	12-Jun-2014	30-Sep-14
Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	7/17/14 #8, 47, 48 combined. Meeting set for July 24. Most likely a one-cup. "Nice to do". 8/13 update: meeting must be held in next two weeks	12-Jun-2014	30-Sep-14
Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	7/17/14 update: done research and received feedback on the handbook. The wording is not clear on this topic. Needs standardization on pulling from the program Current policy says when sent to an activity (like commerce) you may be doing two activities within the component, you are to be participating in both activities, or you are not complying with the IRP. Training/memo/policy clarification *something* needs to be developed regarding this issue. 8/13 update: feedback has been given regarding this kaizen. proposal needs to go up and needs training around this. will be discussed with the larger group in the next meeting to be scheduled in the next two weeks	12-Jun-2014	30-Sep-14

Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	7/17/14 update: assigned to Liz. Update at meeting on July 24th. 8/13 update: wrote up improvement plan and sent to Barb and Sharon for re-write/edits. Just needs to meet to take it to the next step. (meeting to be scheduled in the next two weeks). This will require upfront full time activities and ability to code up to 35 hours. Only needs final approval from the group. one concern, not all commerce contractors will be able to provide 35 hours.	12-Jun-2014	30-Sep-14
Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	7/17/14 #8, 47, 48 combined. Meeting set for July 24. Most likely a one-cup. "Nice to do". 8/13 update: no meeting has been held yet. Meeting will be scheduled in next two weeks. Worksheets have been developed and distributed to each group member as of July 25th.	12-Jun-2014	30-Sep-14
Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	7/17/14 update: met with Mary O'brien, identified requirements and association. Suggestions made to review WF1 contacts, WF3 contacts and Mike Midkiff regarding co-location groups. 8/13 update: tdue to WF3 kaizen and has been moved to Babs. Group still needs to meet as a whole to discuss.	12-Jun-2014	30-Sep-14
Barb Mooney and Sharon Davis	Suzanne, Dawn, Kami, Val, Bo, heather, Liz, arthur, Christina, Jan, Lorri	7/17/14 update: meeting set for July 24 8/13 update: no meeting has been held yet. Meeting will be scheduled in next two weeks. Worksheets have been developed and distributed to each group member as of July 25th.	12-Jun-2014	30-Sep-14

[illegible]

[illegible]

actual comp.	percent complete
	0%
	0%
	0%
	95%

	95%
	5%

	50%
	95%
	25%

	25%
	20%
	95%
	90%

	90%
	20%
	20%
	50%

	50%
	20%
	20%
	35%

	10%
	20%
	45%

	75%
	20%
	95%
	10%

[illegible]

[illegible]